

**EMBASSY OF THE UNITED STATES OF AMERICA**

Bangui, Central African Republic

**ADMIN NOTICE**

**NUMBER**    **APER 001/11**

**DATE:** February 2, 2011

**SUBJECT:** JOB\_OPENING – GSO Customer Service Assistant

**Open to:** All US Citizens EFM's only

**Position:** General Services Customer Service Assistant, FSN-06; FP-08

**Opening date:** February 2, 2011

**Closing date:** February 15, 2011

**Work hours:** Full-time - 40 hours/Week

**NOTE:** ALL ORDINARILY RESIDENT ("OR") APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U. S. Embassy in Bangui is seeking an individual for the position of **GSO Customer Service Assistant** in the Management Section. This is a Sensitive ICASS position.

**BASIC FUNCTION OF POSITION:**

The incumbent will assist the GSO, Facility Manager, and Management Officer in performing duties normally assigned to the General Services Office, ensuring quality service, customer service and adherence to internal controls and State Department regulations. This position is responsible for the coordination of special minor projects as assigned: TDY Guest House Manager handling reservations, coordinating work, and assuring upkeep of TDY housing; post liaison with OBO for special project support. This position provides escort to LES workers and contractors in all spaces of the Embassy, including LAA. This is a sensitive, full-time, ICASS position. Other functions and duties may be assigned in conjunction with special events for short term durations normally not to exceed ninety days. The position has access to all Embassy spaces and is authorized to perform opening and closing procedures for the lock and leave Chancery and to respond to afterhours alarm conditions.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact the Human Resources Assistant – Emmanuel at 21 61 02 00 (Extension 3293) or from the web site below: [http://bangui.usembassy.gov/job\\_opportunities.html](http://bangui.usembassy.gov/job_opportunities.html) you can find complete details about this position.

**QUALIFICATIONS REQUIRED:**

**Note:** All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

**1-EDUCATION:**

Completion of high school/secondary school required, or country equivalent.

## **2-EXPERIENCE:**

Three years experience and progressive responsibility in a customer contact/service position or operating a small business is required, with progressively responsible work.

## **3-LANGUAGE:**

List both English and host country language(s) by level and specialization. Level 3 (Good working Knowledge) speaking, reading and writing English required. Level 2 spoken French required.

## **4-KNOWLEDGE:**

Must have a good knowledge of M.S. Office applications Ability to use MS Excel, Access and Word software and Internet search engines. Must be able to gain proficiency in Web Pass and in drafting reports and messages. Must be able to exercise tact and diplomacy to communicate with clients within the Embassy, as well as when communicating with vendors and/or suppliers outside of the Embassy.

## **5-SKILLS/ABILITIES:**

Interpersonal skills: ability to present a friendly, helpful, patient and caring impression to customers; ability to talk and relate to U.S. and Central African personnel from a variety of backgrounds and Mission offices; ability to be firm but tactful when explaining policy or limitations on resources. Understand the principles guiding Customer service. Skills in organization and oversight of projects and implementation of procedures. Must hold a valid driver's license.

## **6-INTERPERSONAL SKILLS:**

Ability to deal with upset or difficult clients while keeping own temper/composure; ability to assure upset/angry clients that their concerns will be addressed while not promising actions/results that are inconsistent with Mission practices; ability to employ a problem-solving approach to difficult issues rather than assigning blame or responding with a flat "no"; ability to maintain objectivity in difficult situations.

## **SELECTION PROCESS:**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## **ADDITIONAL SELECTION CRITERIA:**

### **TO APPLY:**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the DS-174; **or**
3. A combination of both application of employment as a locally employed staff or family member (DS-174) along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATIONS TO:**

Management Officer

Attention: Mrs. Cheryl A. Casebeer

U.S. Embassy Bangui

P.O. Box 924, Avenue David Dacko

Bangui,

Central African Republic

Or via e-mail: [BanguiJob@state.gov](mailto:BanguiJob@state.gov) .

*Please, indicate the title of the position on the subject line: GSO Customer Service Assistant*

**CLOSING DATE FOR THIS POSITION: FEBRUARY 15, 2011**

The U.S. Mission in CAR provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

*Approved by Management Officer Cheryl A. Casebeer*